

AMENDMENTS TO THE CLAIMS

This listing of claims replaces all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Currently Amended) In a network environment comprising a server computing system network connectable to a plurality of client computing systems, a method for the server computing system coordinating communication between the plurality of client computing systems in a manner that assists in inter-team cooperation for accomplishing a collaborative goal, the method comprising the following:

an act of the server computing system analyzing the collaborative goal to identify a course of steps wherein, as each step is successfully completed, the collaborative goal is advanced from the goal's current state toward the goal's completed state, the course of steps requiring cooperation between at least two teams of one or more users of the plurality of client computing systems, wherein the analysis includes:

determining that a software problem affects a plurality of software products and also affects multiple versions of at least one of the plurality of software products; and

identifying a different course of steps for each product and for each version of the products with multiple versions, wherein generating the course of steps includes accessing one or more associated time budgets corresponding to the software products and product versions;

an act of the server computing system determining that a first team of one or more users is responsible for proper implementation of the step, the course of steps including at least a first step for which the first team is determined to be responsible, and a second, subsequent step for which a second, different team is determined to be responsible, the second team including at least one member that is not a member of the first team;

for the first step in the course of steps, an act of the server computing system presenting to at least a representative user of the first team first dynamically generated, customized user interface without the user requesting information about the first step, the first user interface providing customized information and interfaces that facilitate

completion of the first step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to the current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed, the customized user interface further indicating how the course of steps is progressing relative to the associated time budget;

an act of the server computing system automatically notifying at least a representative user of the second team first step has been completed; and

after the act of the server computing system automatically notifying at least the representative user of the second team, an act of the server computing system presenting to at least a representative user of the second team a second dynamically generated, customized user interface, the second user interface providing customized information and interfaces that facilitate completion of the second, subsequent step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to an updated current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed.

2. (Previously Presented) A method in accordance with Claim 1, wherein the subsequent step in the course of steps comprises a plurality of substeps configured for processing in parallel.

3. (Cancelled).

4. (Previously Presented) A method in accordance with Claim 1, wherein the first step in the course of steps comprises a plurality of substeps configured for processing in parallel.

5. (Previously Presented) A method in accordance with Claim 1, wherein the first team includes at least one member that is not a member of the second team.

6-12. (Cancelled).

13. (Previously Presented) A method in accordance with Claim 1, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the first step comprises the following:

an act of causing at least the representative of the second team to automatically receive an e-mail notification upon the completion of the first step.

14. (Previously Presented) A method in accordance with Claim 1, wherein the act of the server computing system automatically notifying at least a representative user of the second team the first step has been completed comprises the following:

an act of determining that the second team comprises a plurality of members; and

an act of causing some, but not all, of the second team members to be automatically notified upon the completion of the first step.

15. (Previously Presented) A method in accordance with Claim 1, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the first step comprises the following:

an act of causing all of the second team to be automatically notified upon the completion of the first step.

16. (Original) A method in accordance with Claim 1, wherein the first user interface may be accessed by all of the first team.

17. (Original) A method in accordance with Claim 16, wherein the second user interface may be accessed by all of the second team.

18. (Original) A method in accordance with Claim 1, wherein the second user interface may be accessed by all of the second team.

19. (Cancelled).

20. (Previously Presented) A method in accordance with Claim 1, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the first step comprises the following:

an act notifying at least the representative of the first team of a network address of at least the representative of the second team, wherein at least the representative of the second team is automatically notified directly by the first team upon the completion of the first step.

21. (Previously Presented) A method in accordance with Claim 1, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the first step comprises the following:

an act of receiving notification from the first team that the first step is completed;
and
an act of automatically notifying at least the representative of the second team in response to the act of receiving notification.

22. (Currently Amended) A computer program product for use in a network environment comprising a server computing system network connectable to a plurality of client computing systems, the computer program product for implementing a method for the server computing system coordinating communication between the plurality of client computing systems in a manner that assists in inter-team cooperation for accomplishing a collaborative goal, the computer program product comprising one or more computer-readable media having thereon computer-executable instructions that, when executed by one or more processors at the server computing system, cause the server computing system to perform the following:

an act of the server computing system analyzing the collaborative goal to identify a course of steps wherein, as each step is successfully completed, the collaborative goal is advanced from the goal's current state toward the goal's completed state, the course of steps requiring cooperation between at least two teams of one or more users of the plurality of client computing systems, wherein the analysis includes:

determining that a software problem affects a plurality of software products and also affects multiple versions of at least one of the plurality of software products; and

identifying a different course of steps for each product and for each version of the products with multiple versions, wherein generating the course of steps includes accessing one or more associated time budgets corresponding to the software products and product versions;

an act of the server computing system determining that a first team of one or more users is responsible for proper implementation of the step, the course of steps including at least a first step for which the first team is determined to be responsible, and a second, subsequent step for which a second, different team is determined to be responsible, the second team including at least one member that is not a member of the first team;

for the first step in the course of steps, an act of the server computing system presenting to at least a representative user of the first team a first dynamically generated, customized user interface without the user requesting information about the first step, the first user interface providing customized information and interfaces that facilitate completion of the first step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to the

current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed, the customized user interface further indicating how the course of steps is progressing relative to the associated time budget;

an act of the server computing system automatically notifying at least a representative user of the second team first step has been completed; and

after the act of the server computing system automatically notifying at least the representative user of the second team, an act of the server computing system presenting to at least a representative user of the second team a second dynamically generated, customized user interface, the second user interface providing customized information and interfaces that facilitate completion of the second, subsequent step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to an updated current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed.

23. (Original) A computer program product in accordance with Claim 22, wherein the one or more computer-readable media are physical media.

24. (Original) A computer program product in accordance with Claim 23, wherein the physical media is system memory.

25. (Original) A computer program product in accordance with Claim 23, wherein the physical media is persistent memory.

26. (Currently Amended) In a network environment comprising a server computing system network connectable to a plurality of client computing systems, a method for the server computing system coordinating communication between the plurality of client computing systems in a manner that assists in the generation of corrective software that resolves a software performance deviation, the method comprising the following:

an act of the server computing system identifying a course of steps that when successfully completed advances development of corrective software for a software performance deviation in a product, the course of steps requiring cooperation between at least two teams of one or more users of the plurality of client computing systems, wherein the identifying includes:

determining that a software performance deviation affects a plurality of software products and also affects multiple versions of at least one of the plurality of software products; and

identifying a different course of steps for each product and for each version of the products with multiple versions, wherein generating the course of steps includes accessing one or more associated time budgets corresponding to the software products and product versions;

an act of the server computing system determining that a first team of one or more users is responsible for proper implementation of the step, the course of steps including at least a first step for which the first team is determined to be responsible, and a second, subsequent step for which a second, different team is determined to be responsible, the second team including at least one member that is not a member of the first team;

for the first step in the course of steps, an act of the server computing system presenting to at least a representative user of the first team first dynamically generated, customized user interface without the user requesting information about the first step, the first user interface providing customized information and interfaces that facilitate completion of the first step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to the current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed, the customized user interface further indicating how the course of steps is progressing relative to the associated time budget;

an act of the server computing system automatically notifying at least a representative user of the second team the first step has been completed; and

after the act of the server computing system automatically notifying at least the representative user of the second team, an act of the server computing system presenting to at least a representative user of the second team a second dynamically generated, customized user interface, the second user interface providing customized information and interfaces that facilitate completion of the second, subsequent step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to an updated current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed.

27. (Original) A method in accordance with Claim 26, further comprising the following:

an act of detecting a software performance deviation in the product.

28. (Previously Presented) A method in accordance with Claim 26, wherein the subsequent step in the course of steps comprises a plurality of substeps configured for processing in parallel.

29. (Cancelled).

30. (Previously Presented) A method in accordance with Claim 26, wherein the first step in the course of steps comprises a plurality of substeps configured for processing in parallel.

31. (Previously Presented) A method in accordance with Claim 26, wherein the first team includes at least one member that is not a member of the second team.

32-34. (Cancelled).

35. (Currently Amended) A method in accordance with Claim [[34]] 26, wherein the team that corresponds to the second step is the same as the first team.

36. (Currently Amended) A method in accordance with Claim [[34]] 26, wherein the team that corresponds to the second step is at least partially different than the first team.

37. (Previously Presented) A method in accordance with Claim 36, wherein the team that corresponds to the second step is the same as the second team.

38. (Previously Presented) A method in accordance with Claim 36, wherein the team that corresponds to the second step is at least partially different than the second team.

39. (Previously Presented) A method in accordance with Claim 26, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the first step comprises the following:

an act of causing at least the representative of the second team to automatically receive an e-mail notification upon the completion of the first step.

40. (Previously Presented) A method in accordance with Claim 26, wherein the act of the server computing system automatically notifying at least a representative user of the second team first step has been completed comprises the following:

an act of determining that the second team comprises a plurality of members; and
an act of causing some, but not all, of the second team members to be automatically notified upon the completion of the first step.

41. (Previously Presented) A method in accordance with Claim 26, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the first step comprises the following:

an act of causing all of the second team to be automatically notified upon the completion of the first step.

42. (Original) A method in accordance with Claim 26, wherein the first user interface may be accessed by all of the first team.

43. (Original) A method in accordance with Claim 42, wherein the second user interface may be accessed by all of the second team.

44. (Original) A method in accordance with Claim 26, wherein the second user interface may be accessed by all of the second team.

45. (Original) A method in accordance with Claim 26, wherein the product is a first product and the software performance deviation is in a plurality of products including the first product.

46. (Previously Presented) A method in accordance with Claim 26, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the first step comprises the following:

an act notifying at least the representative of the first team of a network address of at least the representative of the second team, wherein at least the representative of the second team is automatically notified directly by the first team upon the completion of the first step.

47. (Previously Presented) A method in accordance with Claim 26, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the first step comprises the following:

an act of receiving notification from the first team that the first step is completed;

and

an act of automatically notifying at least the representative of the second team in response to the act of receiving notification.

48. (Currently Amended) A computer program product for use in a network environment that comprises a server computing system network connectable to a plurality of client computing systems, the computer program product for implementing a method for the server computing system coordinating communication between the plurality of client computing systems in a manner that assists in the generation of corrective software that resolves a software performance deviation, the computer program product comprising one or more computer-readable media having thereon computer-executable instructions that, when executed by one or more processors at the server computing system, cause the server computing system to implement the method, the method comprising the following:

an act of the server computing system identifying a course of steps that when successfully completed advances development of corrective software for a software performance deviation in a product, the course of steps requiring cooperation between at least two teams of one or more users of the plurality of client computing systems, wherein the identifying includes:

determining that a software problem affects a plurality of software products and also affects multiple versions of at least one of the plurality of software products; and

identifying a different course of steps for each product and for each version of the products with multiple versions, wherein generating the course of steps includes accessing one or more associated time budgets corresponding to the software products and product versions;

an act of the server computing system determining that a first team of one or more users is responsible for proper implementation of the step, the course of steps including at least a first step for which the first team is determined to be responsible, and a second, subsequent step for which a second, different team is determined to be responsible, the second team including at least one member that is not a member of the first team;

for the first step in the course of steps, an act of the server computing system presenting to at least a representative user of the first team a first dynamically generated, customized user interface without the user requesting information about the first step, the first user interface providing customized information and interfaces that facilitate completion of the first step, the customized information and interfaces including a

plurality of static and dynamic fields populated with information corresponding to the current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed, the customized user interface further indicating how the course of steps is progressing relative to the associated time budget;

an act of the server computing system automatically notifying at least a representative user of the second team first step has been completed; and

after the act of the server computing system automatically notifying at least the representative user of the second team, an act of the server computing system presenting to at least a representative user of the second team a second dynamically generated, customized user interface, the second user interface providing customized information and interfaces that facilitate completion of the second, subsequent step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to an updated current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed.

49. (Original) A computer program product in accordance with Claim 48, wherein the one or more computer-readable media are physical media.

50. (Cancelled).

51. (Previously Presented) A computer program product in accordance with Claim 49, wherein the subsequent step in the course of steps comprises a plurality of substeps configured for processing in parallel .

52. (Original) A computer program product in accordance with Claim 48, wherein the one or more computer-readable media further have thereon computer-executable instructions that, when executed by the one or more processors, further cause the computing system to perform the following:

an act of detecting a software performance deviation in the product.

53-54. (Cancelled).

55. (Previously Presented) A computer program product in accordance with Claim 48, wherein the computer-executable instructions for performing the act of causing at least a representative of the second team to be automatically notified upon the completion of the second step comprise computer-executable instructions that, when executed by the one or more processors, cause the server computing system to perform the following:

an act of causing at least the representative of the second team to automatically receive an e-mail notification upon the completion of the second step.

56. (Previously Presented) A computer program product in accordance with Claim 48, wherein the act of the server computing system automatically notifying at least a representative user of the second team the first step has been completed comprise computer-executable instructions that, when executed by the one or more processors, cause the server computing system to perform the following:

an act of determining that the second team comprises a plurality of members; and

an act of causing some, but not all, of the second team members to be automatically notified upon the completion of the second step.

57. (Previously Presented) A computer program product in accordance with Claim 48, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the first step comprise computer-executable instructions that, when executed by the one or more processors, cause the server computing system to perform the following:

an act of causing all of the second team to be automatically notified upon the completion of the first step.

58. (Previously Presented) A computer program product in accordance with Claim 48, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the first step comprise computer-executable instructions that,

when executed by the one or more processors, cause the server computing system to perform the following:

an act notifying at least the representative of the first team of a network address of at least the representative of the second team, wherein at least the representative of the second team is automatically notified directly by the first team upon the completion of the first step.

59. (Previously Presented) A computer program product in accordance with Claim 48, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the first step comprise computer-executable instructions that, when executed by the one or more processors, cause the server computing system to perform the following:

an act of receiving notification from the first team that the first step is completed;
and

an act of automatically notifying at least the representative of the second team in response to the act of receiving notification.

60. (Currently Amended) In a network environment comprising a server computing system network connectable to a plurality of client computing systems, a method for the server computing system coordinating communication between the plurality of client computing systems in a manner that assists in the generation of corrective software that resolves a software performance deviation, the method comprising the following:

an act of the server computing system identifying a course of steps that when successfully completed advances development of corrective software for a software performance deviation in a product, the course of steps requiring cooperation between at least two teams of one or more users of the plurality of client computing systems, wherein the identifying includes:

determining that a software problem affects a plurality of software products and also affects multiple versions of at least one of the plurality of software products; and

identifying a different course of steps for each product and for each version of the products with multiple versions, wherein generating the course of steps includes accessing one or more associated time budgets corresponding to the software products and product versions; and

a step for facilitating communication between the plurality of client computing systems in manner that facilitates completion of the course of steps.

61. (Currently Amended) A method in accordance with Claim 60, wherein the step for facilitating communication between the plurality of client computing systems in a manner that facilitates completion of the course of steps comprises the following:

an act of the server computing system determining that a first team of one or more users is responsible for proper implementation of the step, the course of steps including at least a first step for which the first team is determined to be responsible, and a second, subsequent step for which a second, different team is determined to be responsible, the second team including at least one member that is not a member of the first team;

for the first step in the course of steps, an act of the server computing system presenting to at least a representative user of the first team a first dynamically generated, customized user interface step without the user requesting information about the first

step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to the current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed, the customized user interface further indicating how the course of steps is progressing relative to the associated time budget;

an act of the server computing system automatically notifying at least a representative user of the second team the first step has been completed; and

after the act of the server computing system automatically notifying at least the representative user of the second team, an act of the server computing system presenting to at least a representative user of the second team a second dynamically generated, customized user interface, the second user interface providing customized information and interfaces that facilitate completion of the second, subsequent step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to an updated current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed.

62-63. (Cancelled).

64. (Previously Presented) The method of claim 26, wherein the process involved with resolving a detected software performance deviation comprises an investigation.

65. (Previously Presented) The method of claim 64, wherein the investigation includes resolving detected software performance deviations in a plurality of software programs.

66. (Previously Presented) The method of claim 65, wherein access privileges regulating who has access to one or more investigations in a plurality of investigations are determined by the server computing system.

67. (Previously Presented) The method of claim 66, wherein the access privileges allow a user access to view or edit anything for any investigation.

68. (Previously Presented) The method of claim 66, wherein the access privileges allow a user access to view or edit anything for software performance deviations related to a particular software program.

69. (Previously Presented) The method of claim 66, wherein the access privileges allow a user access to view or edit anything for a specific software performance deviation.

70. (Previously Presented) The method of claim 1, wherein the first user interface is browser-based.

71. (Previously Presented) The method of claim 70, wherein a web page comprising the first user interface is dynamically generated based on software application state information that results from processing at least one step in the course of steps.

72. (Previously Presented) The method of claim 13, wherein the email notification comprises an embedded hyperlink that links to a user interface that allows completion of a subsequent step.